

SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	<u>Nordic Consulting Partners, Inc.</u>	Division/Section	<u>SFDPH, Information Technology</u>
Address	<u>740 Regent Street, Suite 400</u>	Deputy Director	<u>Bill Kim</u>
	<u>Madison, WI</u>	DPH Administrator	<u>Winona Mindolovich</u> <small>DocuSigned by: winona mindolovich</small>
Contact	<u>Mark Ostendorf, VP-Client Partnerships</u>	Program Administrator	<u>Albert Yu</u> Phone <u>628-206-1170</u>
	<u>Nordic Consulting Partners, Inc.</u>	Contract Analyst	<u>Joanna Li</u> Phone <u>415-554-2818</u>

Request for approval of a new contract with Nordic Consulting Partners, Inc., to provide as-needed project management, go forward initiatives, project/coordination and operational readiness services in support of the Electronic Health Record project for the San Francisco Department of Public Health in the amount of \$9,900,000, which includes a 12% contingency and an option to extend the contract for an additional 24 months. The term of the contract including options is for the period December 1, 2017 to November 30, 2022 (60 months).

Profit Non-Profit LBE RFQ- Number: 38-2016 Date: 2/15/2017
 New Renewal Mod GPO

Number of years DPH has been doing business with this organization: 0

<u>CONTRACT INFORMATION:</u>	<u>Prior Transaction</u>	<u>Proposed Transaction</u>	<u>Annualized Difference*</u>
	(new)	12/01/17-11/30/2022	
Funding Sources:			
General Fund		\$8,839,286	\$8,839,286
TOTAL DPH REVENUES		\$8,839,286	\$8,839,286
12% Contingency Amount		\$1,060,714	\$1,060,714
CONTRACT TOTAL		\$9,900,000	\$9,900,000
<i>ANNUAL AMOUNT OF CONTRACT (estimate)</i>		\$1,767,857	\$1,767,857
Agency Funds		-\$0-	-\$0-
Contract FTE		N/A	N/A

PROPOSED:

Mode(s) of Service & Unit of Service Definition	No. Of Clients	No. of Units	Unit Cost
	N/A Duplicated		(Hourly)
	N/A Unduplicated		
1 UOS = 1 hour of work # of hours is dependent on tasks awarded, total shall not exceed \$9,900,000.			
Nordic Implementation Strategy Director	N/A	Actual	\$200
Lead Project Manager	N/A	Actual	\$175
Project Managers	N/A	Actual	\$165
LBE Vendor (CMD approved)	N/A	8.97%	\$165
Estimated Travel and Expenses (Budgeted amount; Billed Actual)	N/A	Actual	\$1,775,730

Explanation of Service Change and Variances:

This is a new contract.

Monitoring Report/Program Review & Follow-up:

The contract services will be monitored by the Department as required. The SFDPH Program Administrator will be responsible for assisting and tracking all information related to the accomplishment of the project.

Nondiscrimination and Cultural Competency:

The Department will work closely with the contractor to ensure that their cultural competency plan is current and in compliance with Departmental procedures.

Other Significant Issues:

Nordic Consulting Partners, Inc. (Nordic) was selected as a qualified proposer under RFQ-38-2016 Category 1, Project 2 (CAT1-P2-38-2016). By RFP CAT1-P2-38-2016, Nordic was selected for a task based contract to aid DPH with project/coordination needs for operational readiness before and throughout the (EHR) implementation. Project tasks may include: (1) EHR Communication Planning and Support, (2) EHR Human Resource Planning and Implementation, (3) EHR Implementation and Readiness for Security and Role Based Access, (4) EHR Integration of core organization functions with unified vision, (5) governance and operating model, EHR and DPH related Organizational Change Management, (6) EHR related IT Infrastructure Governance (IG)/Analytics Infrastructure, (7) EHR related IT backfill, and (8) and Rhapsody Interface Development. Dependent upon whether or not Nordic will bid on the individual Tasks assigned from this RFP, Nordic may or may not be awarded a Tasks within this RFP.

Nordic's has a combination of program and project management expertise and deep knowledge of Epic's methodology. Nordic's consultants have worked with more than 90% of Epic customers. Nordic understands the implementation of Epic within the context of the State of California requires additional care and billing regulations and initiatives, such as Medi-Cal, unions, behavioral health, PRIME, and the Whole Person Care Initiative, which can present unique challenges to an Epic Implementation. Nordic has experience working with other major county health systems in the Bay Area, including Contra Costa Health Services and Santa Clara Valley Health and Hospital System.

Under the requirements of RFQ 38-2016, each resulting contract award under the RFQ has a mandatory 5% Local Business Enterprise (LBE) subcontracting requirement. For this contract, Nordic has committed to a 8.97% goal. The LBE that will be used is: Diamond Technology, Inc. for 8.97%.

Listing of Board of Directors, Owners of 10% or More of the Firm, and Executive Director**Board of Directors:**

Tom Flynn, Board Member Jeff Crisan, Board Member

Owners of 10% or more of the Firm

NCP Holding Company

Executive Director :

Bruce Cerullo, Executive Director

The Board of Directors may have five members. There are currently two vacancies on the board. There is no preclusion on a board member being re-elected to an indefinite number of one-year terms.

Recommendations:

The Department recommends approval of this contract.